

# MyTax.DC.gov User Guide: How to Setup Electronic Mail Correspondence - Business

Follow this step-by-step guide to learn how to setup electronic mail correspondence via MyTax.DC.gov and stop receiving paper correspondence through U.S. postal mail.



Can't find what you're looking for? Enter keywords here to filter.

### Business

I want to...

- > Register a New Business - Form FR-500
- > Register a Special Event - Form FR-500B
- > Request a Certificate of Clean Hands

### Individual

I want to...

- > Check the Status of My Refund
- > Learn More About DC Freefile/Fillable Forms
- > Respond to Verification Letter
- > View Tax Forms

### Real Property

I want to...

- > Make a Real Property Payment
- > Search Real Property by Address or SSL
- > View More Options

### Clean Hands

I want to...

- > Request a Certificate of Clean Hands
- > Validate a Certificate of Clean Hands
- > Learn More About Certificate of Clean Hands

### Forms

I want to...

- > Submit an Extension
- > View/Retrieve Current Year Tax Forms
- > View/Retrieve Prior Year Tax Forms
- > View MeF Information

### Quick Links

I want to...

- > Submit a Customer Service Survey
- > View FAQs
- > View Tutorials
- > Contact OTR

### Quick Payments

I want to...

- > Pay with Credit/Debit Card

### Resources

I want to...

- > Go to OTR Homepage

### Submissions

I want to...

- > Retrieve a Saved Submission or Previously Filed Return
- > Submit Requested Documentation
- > Submit VDA

### Tax Law and Guidance

I want to...

- > View Private Letter Rulings
- > View DC Tax Code
- > View Tax Guidance Issued by OTR
- > View Notices

### Taxpayer Advocate

I want to...

- > View Taxpayer Bill of Rights
- > Request Assistance
- > En Español

### More...

I want to...

- > File Form FR-329 - Consumer Use Tax Return
- > Request Government Exemption
- > Request Residential Parking Exemption
- > Search for Certificate/License Exemptions

# MyTax.DC.gov User Guide: How to Setup Electronic Mail Correspondence -Business

## BUSINESS TEST

00000-91110  
1001 4TH ST SW  
WASHINGTON DC 20024-4517



Welcome, John Doe

You last logged in on Friday, Nov 20, 2020 2:22:16 PM

[Manage My Profile](#)

[Favorites](#) [Summary](#) [Action Center](#) **Settings** [More...](#)

Filter X

<b>Alcoholic Beverage</b> BUSINESS TEST 1001 4TH ST SW WASHINGTON DC 20024-4517 <a href="#">Action Center Items</a>	<b>Account</b> 430-000120328 Balance <b>(\$340.13)</b>	<a href="#">Make a Payment</a> <a href="#">Returns</a> <a href="#">View Other Options...</a>
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<b>Ballpark Fee</b> BUSINESS TEST 1001 4TH ST SW WASHINGTON DC 20024-4517	<b>Account</b> 280-000080546 Balance <b>\$0.00</b>	<a href="#">Make a Payment</a> <a href="#">Returns</a> <a href="#">View Other Options...</a>
--	---	--

1. From the [MyTax.DC.gov](#) homepage, log in using your **Username** and **Password**.
2. In the user profile, click the **Settings** tab.

## BUSINESS TEST

00000-91110  
1001 4TH ST SW  
WASHINGTON DC 20024-4517

Welcome, John Doe

You last logged in on Friday, Nov 20, 2020 2:22:16 PM

[Manage My Profile](#)

[Favorites](#) [Summary](#) [Action Center](#) <sup>43</sup> [Settings](#) [More...](#)

3

### BUSINESS TEST

00000-91110  
1001 4TH ST SW  
WASHINGTON DC 20024-4517

[Cancel Access](#)

Security : Administrator  
Mail Delivery : Paper  
Mail Notification : Notify me of new mail

3a

### Alcoholic Beverage

BUSINESS TEST  
1001 4TH ST SW  
WASHINGTON DC 20024-4517

#### Account

Security : [File Returns and Make Payments](#)  
Mail Delivery : [Default \(Paper\)](#)  
Mail Notification : [Default \(Notify me of new mail\)](#)  
Default Payment Channel : [None](#)

3. The **Settings** page highlights the **Mail Delivery** setting for your tax accounts. The first account listed, will be your logged in account. You can update your mail delivery preference for all accounts in this section.
  - a. Under the “**Mail Delivery**” section, click the **Paper** hyperlink next to your logged in account.

**4** Mail Delivery Preference  
BUSINESS TEST  
00000-91110

Preference

**4a** Options  
 Paper  
 Email

**4c**

Cancel Save

4. The **Mail Delivery Preference** page displays. From this page you will be able to set your mail delivery preference. Selecting **Paper** will enable your selected account to receive notices by U.S. postal mail. Selecting **Email** will allow notices to be sent to you electronically.
  - a. In this example, we have selected **Email**.
  - b. Click **Save**.

5

### BUSINESS TEST

00000-91110  
1001 4TH ST SW  
WASHINGTON DC 20024-4517

Welcome, John Doe

You last logged in on Monday, Nov 23, 2020 10:10:30 AM

[Manage My Profile](#)

[Favorites](#) [Summary](#) [Action Center](#) [Settings](#) [More...](#)

<b>BUSINESS TEST</b> 00000-91110 1001 4TH ST SW WASHINGTON DC 20024-4517	<b>Account</b> Security : Administrator Mail Delivery : <a href="#">Email</a> Mail Notification : <a href="#">Notify me of new mail</a>	<a href="#">Cancel Access</a>
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<b>Alcoholic Beverage</b> BUSINESS TEST 1001 4TH ST SW WASHINGTON DC 20024-4517	<b>Account</b> Security : <a href="#">File Returns and Make Payments</a> Mail Delivery : <a href="#">Default (Email)</a> Mail Notification : <a href="#">Default (Notify me of new mail)</a> Default Payment Channel : <a href="#">None</a>
--	---

<b>Ballpark Fee</b> BUSINESS TEST 1001 4TH ST SW WASHINGTON DC 20024-4517	<b>Account</b> Security : <a href="#">File Returns and Make Payments</a> Mail Delivery : <a href="#">Default (Email)</a> Mail Notification : <a href="#">Default (Notify me of new mail)</a> Default Payment Channel : <a href="#">None</a>
--	---

5. You will be redirected to your **Settings** page where the tax accounts that are subscribed to receive electronic mail correspondence will show an **Email** hyperlink. In this example, our Alcoholic Beverage and Ballpark Fee accounts have their **Mail Delivery** set to **Email**.

## BUSINESS TEST

00000-91110  
1001 4TH ST SW  
WASHINGTON DC 20024-4517

Welcome, John Doe

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[Manage My Profile](#)

[Favorites](#) [Summary](#) [Action Center](#) <sup>43</sup> [Settings](#) [More...](#)

<b>BUSINESS TEST</b> 00000-91110 1001 4TH ST SW WASHINGTON DC 20024-4517	<b>Account</b> Security : Administrator Mail Delivery : <a href="#">Email</a> Mail Notification : <a href="#">Notify me of new mail</a>	<a href="#">Cancel Access</a>
---	--	-------------------------------

<b>Alcoholic Beverage</b> BUSINESS TEST 1001 4TH ST SW WASHINGTON DC 20024-4517	<b>Account</b> Security : <a href="#">File Returns and Make Payments</a> Mail Delivery : <a href="#">Default (Email)</a> Mail Notification : <a href="#">Default (Notify me of new mail)</a> Default Payment Channel : <a href="#">None</a>
--	---

6

<b>Ballpark Fee</b> BUSINESS TEST 1001 4TH ST SW WASHINGTON DC 20024-4517	<b>Account</b> Security : <a href="#">File Returns and Make Payments</a> Mail Delivery : <a href="#">Default (Email)</a> Mail Notification : <a href="#">Default (Notify me of new mail)</a> Default Payment Channel : <a href="#">None</a>
--	---

6. If you would like to set the mail delivery preferences by individual account, locate the account you want to change. Under the "Mail Delivery" section, click the Default (Email) hyperlink. For this example, we have chosen Ballpark Fee.

7

### Mail Delivery Preference

Ballpark Fee  
280-0000B0546  
BUSINESS TEST

#### Preference

7a

**Options**

Default (Email)

Paper

Email

7b

Cancel Save

7. The **Mail Delivery Preference** page displays. From this page you will be able to set your mail delivery preference. Selecting Paper will enable your selected account to receive notices by U.S. postal mail. Selecting Email will allow notices to be sent to you electronically.
  - a. In this example, we have selected **Paper**.
  - b. Click Save.

## BUSINESS TEST

00000-91110  
1001 4TH ST SW  
WASHINGTON DC 20024-4517

Welcome, John Doe  
You last logged in on Monday, Nov 23, 2020 10:10:30 AM  
[Manage My Profile](#)

**8** Favorites Summary Action Center <sup>43</sup> Settings More...

### BUSINESS TEST

00000-91110  
1001 4TH ST SW  
WASHINGTON DC 20024-4517

Security : Administrator  
Mail Delivery : Email  
Mail Notification : Notify me of new mail

[Cancel Access](#)

### Alcoholic Beverage

BUSINESS TEST  
1001 4TH ST SW  
WASHINGTON DC 20024-4517

#### Account

Security : [File Returns and Make Payments](#)  
Mail Delivery : [Default \(Email\)](#)  
Mail Notification : [Default \(Notify me of new mail\)](#)  
Default Payment Channel : None

### Ballpark Fee

BUSINESS TEST  
1001 4TH ST SW  
WASHINGTON DC 20024-4517

#### Account

Security : [File Returns and Make Payments](#)  
Mail Delivery : [Paper](#)  
Mail Notification : [Default \(Notify me of new mail\)](#)  
Default Payment Channel : None

8. You will be redirected to your **Settings** page where the tax accounts that are subscribed to receive electronic mail correspondence will show an **Email** hyperlink. In this example, our Alcoholic Beverage has its **Mail Delivery** set to **Email**. The **mail delivery** for our Ballpark Fee account is set to **Paper** and will continue to receive correspondence by US Postal Mail.

# How to Opt-Out of Electronic Mail Correspondence Settings in Your Web Profile



Can't find what you're looking for? Enter keywords here to filter.



## Business

I want to...

- > Register a New Business - Form FR-500
- > Register a Special Event - Form FR-500B
- > Request a Certificate of Clean Hands



## Individual

I want to...

- > Check the Status of My Refund
- > Learn More About DC Freefile/Fillable Forms
- > Respond to Verification Letter
- > View Tax Forms



## Forms

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## Real Property

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- > Make a Real Property Payment
- > Search Real Property by Address or SSL
- > View More Options



## Clean Hands

I want to...

- > Request a Certificate of Clean Hands
- > Validate a Certificate of Clean Hands
- > Learn More About Certificate of Clean Hands



## Quick Links

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- > Submit a Customer Service Survey
- > View FAQs
- > View Tutorials
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## Quick Payments

I want to...

- > Pay with Credit/Debit Card



## Resources

I want to...

- > Go to OTR Homepage



## Submissions

I want to...

- > Retrieve a Saved Submission or Previously Filed Return
- > Submit Requested Documentation
- > Submit VDA



## Tax Law and Guidance

I want to...

- > View Private Letter Rulings



## Taxpayer Advocate

I want to...

- > View Taxpayer Bill of Rights



## More...

I want to...

- > File Form FR-320 - Consumer Use Tax Return

## BUSINESS TEST

00000-91110  
1001 4TH ST SW  
WASHINGTON DC 20024-4517



Welcome, John Doe  
You last logged in on Friday, Sep 25, 2020 2:21:58 PM  
[Manage My Profile](#)

[Favorites](#) [Summary](#) [Action Center](#) **Settings** [More...](#)

Filter ✕

<b>Alcoholic Beverage</b> BUSINESS TEST 1001 4TH ST SW WASHINGTON DC 20024-4517 <a href="#">Action Center Items</a>	<b>Account</b> 430-000120328 Balance <b>\$0.00</b>	<a href="#">&gt; Make a Payment</a> <a href="#">&gt; Returns</a> <a href="#">&gt; View Other Options...</a>
<b>Ballpark Fee</b> BUSINESS TEST 1001 4TH ST SW WASHINGTON DC 20024-4517	<b>Account</b> 280-000080546 Balance <b>\$0.00</b>	<a href="#">&gt; Make a Payment</a> <a href="#">&gt; Returns</a> <a href="#">&gt; View Other Options...</a>

1. From the [MyTax.DC.gov](https://MyTax.DC.gov) homepage, log in using your **Username** and **Password**.
2. In the user profile, click the **Settings** tab.

**BUSINESS TEST**

00000-91110  
1001 4TH ST SW  
WASHINGTON DC 20024-4517

Welcome, John Doe

You last logged in on Monday, Nov 23, 2020 10:10:30 AM

[Manage My Profile](#)

[Favorites](#) [Summary](#) [Action Center](#) **Settings** [More...](#)

**3**

**BUSINESS TEST**

00000-91110  
1001 4TH ST SW  
WASHINGTON DC 20024-4517

**3a**

Security : Administrator  
Mail Delivery : **Email**  
Mail Notification : Notify me of new mail

[Cancel Access](#)

**Alcoholic Beverage**

BUSINESS TEST  
1001 4TH ST SW  
WASHINGTON DC 20024-4517

**Account**

Security : File Returns and Make Payments  
Mail Delivery : Default (Email)  
Mail Notification : Default (Notify me of new mail)  
Default Payment Channel : None

**Ballpark Fee**

BUSINESS TEST  
1001 4TH ST SW  
WASHINGTON DC 20024-4517

**Account**

Security : File Returns and Make Payments  
Mail Delivery : Default (Email)  
Mail Notification : Default (Notify me of new mail)  
Default Payment Channel : None

3. In your **Settings** screen, locate the **Mail Delivery** section for your logged in account. This will be the first account listed. The **Mail Delivery** section allows you to manage your paperless subscription for all tax accounts.
  - a. You can **unsubscribe** from receiving paperless correspondence at any time. To disable the electronic mail correspondence feature for all tax accounts, click the **Email** hyperlink next to the logged in account. **Note:** By disabling the **Email** feature you will begin receiving paper correspondence through U.S. postal mail.

### Mail Delivery Preference

BUSINESS TEST  
00000-91110

#### Preference

4

Options

Paper

Email

4a

Cancel Save

4. The **Mail Delivery Preference** page displays. From this page you will be able to set your mail delivery preference. Selecting **Paper** will enable your accounts to receive notices by **U.S. postal mail**. Selecting **Email** will allow notices to be sent to you **electronically**.

- a. In this example, we have changed our preference from **Email to Paper**.
- b. Click **Save**.

**BUSINESS TEST**

00000-91110  
1001 4TH ST SW  
WASHINGTON DC 20024-4517

Welcome, John Doe

You last logged in on Monday, Nov 23, 2020 10:10:30 AM

[Manage My Profile](#)

[Favorites](#) [Summary](#) [Action Center](#) [Settings](#) [More...](#)

5

<p><b>BUSINESS TEST</b> 00000-91110 1001 4TH ST SW WASHINGTON DC 20024-4517</p>	<p style="text-align: right;"><a href="#">Cancel Access</a></p> <p>Security : Administrator Mail Delivery : Paper Mail Notification : Notify me of new mail</p>
<p><b>Alcoholic Beverage</b> BUSINESS TEST 1001 4TH ST SW WASHINGTON DC 20024-4517</p>	<p><b>Account</b></p> <p>Security : <a href="#">File Returns and Make Payments</a> Mail Delivery : <a href="#">Default (Paper)</a> Mail Notification : <a href="#">Default (Notify me of new mail)</a> Default Payment Channel : None</p>
<p><b>Ballpark Fee</b> BUSINESS TEST 1001 4TH ST SW WASHINGTON DC 20024-4517</p>	<p><b>Account</b></p> <p>Security : <a href="#">File Returns and Make Payments</a> Mail Delivery : <a href="#">Default (Paper)</a> Mail Notification : <a href="#">Default (Notify me of new mail)</a> Default Payment Channel : None</p>

5. You will be redirected to your **Settings** page where the mail delivery preference for each tax account is listed. In this example, all tax accounts have their **Mail Delivery** set to **Paper** and will receive notices by **U.S. postal mail**.